

"WHO TO CALL"

FREQUENTLY CALLED NUMBERS

Program Review Division (PRD) Prior Authorization Inquiry Dental/Special Services Medical Supplier (87) Special In Home Services: OT, PT, ST	1-800-622-0276 FAX# 517-335-0075	Michigan Enrolls Medicaid Health Plan Choices MI Child	1-888-367-6557 1-888-988-6300
Family Phone Line	1-800-359-3722		
J & B Medical	1-800-737-0045	Magellan (DCH Pharmacy Benefits Manager) Beneficiary Helpline (family only) Pharmacy Claim Assistance (pharmacy only) Clinical Call Center for PA (prescribing physician) Pharmacy Provider Enrollment and Inquiries	1-877-681-7540 1-877-624-5204 1-877-864-9014 1-888-868-9219
Provider Inquiry Email: providersupport@michigan.gov	1-800-292-2550		
Beneficiary Helpline	1-800-642-3195		

Lonnie Barnett, Director Children's Special Health Care Services Division		
Children with Special Needs Fund (CSN) Orlene Christie, Manager Provides services and equipment to children with special health care needs that no other resource provides.	Customer Support Section (CSS) Rebecca Start, Manager Initial medical eligibility process: Application and enrollment process: Income Review/Payment Agreement, authorize providers, address changes. Medical and financial renewal process.	Family Center for Children and Youth With Special Health Care Needs (FC) Mary Marin, Executive Director Provide for consumer participation and consultation to the CSHCS program. Consumer liaison with other agencies.
Policy & Program Development Section (PPD) Karla McCandless, Manager Initiates, implements and interprets CSHCS policy; Provides interpretation of Medicaid policies, staff appeals/hearings. Support LHDs and families re: Transition; Collects and analyzes data; Trouble-shoots for extra-ordinary billing problems; Performs CSHCS contract management. Determines Respite and Hospice eligibility.	Quality & Program Services Section (QPS) Orlene Christie, Manager Quality Improvement planning, implementation, and monitoring for LHDs and clinics; consumer satisfaction surveys. LHD liaison, insurance premium payment program, and transportation.	

ISSUE/TOPIC	CONTACT PERSON & PHONE NUMBER	INFORMATION TO HAVE IN FRONT OF YOU	COMMENTS
Annual Narrative Reports – LHD	<i>Constance Wilson</i> QPS 517-241-7182		
Client record changes: adds, deletes, other changes, status of application	Analyst for the Appropriate County CSS	Copies of what was sent to make the changes, client name, client ID number, information on care needs.	Be prepared to discuss: what information was submitted on NOA, when it was submitted, and any response you have seen from the Analyst.
Billing Problems/ Providers	PROVIDER INQUIRY 1-800-292-2550	Provider name and address, ID number, provider type, and date of service. Also need client name, ID number, remittance advice.	For provider use. Direct provider to contact Provider Inquiry for assistance.
Billing Problems/Client	Beneficiary Helpline 1-800-642-3195	Same as above.	
Billing problems (after Provider Inquiry has been used and problem still not resolved).	Pat McNutt 517-241-8202		
Children's Multidisciplinary Specialty (CMS) Clinics	<i>Orlene Christie</i> QPS 517-241-8869	Questions about what clinics are approved, application process, re-approval of clinics, CMS policy	
Children with Special Needs Fund (CSN Fund)	<i>Teresa Brown</i> CSN Fund 517-241-7420	Client name, ID number, information on requested item, date request was submitted, other information related to request.	Questions concerning CSN Fund requests, status inquiries or other comments or concerns should be directed to this office.
Cochlear Implants	Program Review Division 1-800-622-0276	Client name, ID number, provider number, and procedure code(s)	
Complaints, Concerns with Program	Director of CSHCS Division 517-241-7186	Client and family demographic information, phone numbers, particular people to contact regarding the issues.	Be prepared to discuss what you have done to resolve the problem, who you have talked to, and the current status of the situation.
Dental Care & Orthodontia	<i>Dietrich Roloff, M.D.</i> <i>Mary Anne Schuur, M.D.</i> <i>Larry Nagel</i> Office of Medical Affairs 517-335-5181 <i>Nina Mattarella, M.D.</i> 517-335-8995	Client name, ID number, information on care needs, eligible CSHCS diagnosis, provider suggested, and date of service.	Note orthodontia is not covered for all diagnoses, only those where orthognathic surgery is required, or for limited diagnoses.
Departmental Reviews/ Administrative Hearings	Family Phone Line 1-800-359-3722	Details of specific situation and why decision should be reviewed.	Note type of eligibility: V only, XIX only, dually eligible (V/XIX), in the process of applying; type of coverage- FFS, MHP.
Diagnostic Evaluation:	Regional Nurse Consultant for County	Specific questions and issues to be discussed.	
Duplicate Client ID Numbers	Analyst for the Appropriate County CSS	Client name, ID numbers, Client birth date.	

ISSUE/TOPIC	CONTACT PERSON & PHONE NUMBER	INFORMATION TO HAVE IN FRONT OF	COMMENTS
Evaluation of birth defects, genetic syndromes, genetic counseling	<i>Janice Bach</i> MDCH Community Living, Children and Families; Hereditary Diseases 517-335-8887	Indications for referral to genetic centers for counseling or other testing.	Have you discussed the situation with the genetics counselor at the center? Note: Genetic Centers are not a part of CSHCS nor Medicaid. CSHCS contributes funding toward genetic counseling and testing at field clinics. E-mail birth defect questions to: BDRfollowup@michigan.gov
Expenditure Reports (Client Specific)	<i>Pat McNutt</i> PPD 517-241-8202	Client name, ID numbers, Client birth date.	
Family Center for CYSHCN Family Referral	<i>Mary Marin</i> FC 517-241-7197 Family Phone Line 1-800-359-3722		Family Phone Line is for families only, do not refer providers to this number.
Forms- Appendix D in Guidance Manual	FAX REQUEST FOR HARD COPIES TO: Joshua Hall 517-241-1164 or mail: MDCH <i>Attn: Joshua Hall</i> 320 S. Walnut St. Lansing, MI 48913 DOWNLOADABLE ELECTRONIC FORMS ARE AVAILABLE ON THE CSHCS WEBSITE (certain forms available only via LHD Forms Download in the CSHCS database)	Using letterhead, include a contact name and phone number, the delivery address for order, list the form name and number (i.e., MSA-4114) and amount needed.	
Formula, Dietary Prior Authorization -	Michigan Peer Review Organization (MPRO) 800-727-7223 22670 Haggerty Rd., Ste. 100 Farmington Hills, MI 48335-2611	Client name, ID number, diagnosis, procedure code(s), provider name and phone number. Current ht/wt., alternatives tried.	Prior authorization of dietary formula (applies to applicable procedure codes requiring prior authorization noted on the MDCH Medical Supplier/DME/Prosthetics and Orthotics Database on the MDCH).
Health Savings Accounts/Health Reimbursement Accounts/Flexible Spending Accounts	<i>Amy Chapko,</i> QPS 517-241-8998		
Hearing Eligibility	<i>Lorie Lang, MA, CCC_A</i> Office of Medical Affairs 517-335-9125	Client name, ID number, procedure code(s), provider ID number.	May also be called upon to assist in resolution of questions regarding eligibility determinations for hearing.

ISSUE/TOPIC	CONTACT PERSON & PHONE NUMBER	INFORMATION TO HAVE IN FRONT OF YOU	COMMENTS
Hospice	<i>Matt Richardson, R.N.</i> PPD 517-335-8994	What is needed and how does it reflect the need for a nurse to provide the care.	
Insurance Premium Payment Benefit	<i>Amy Chapko,</i> QPS 517-241-8998	Client name, ID number, and information on client/family service needs.	Premium payment benefit includes COBRA, private insurance, Medicare Part B, and Medicare Part D.
Medical Eligibility <i>Clinical Questions</i>	<i>Mary Anne Schuur, M.D.</i> Office of Medical Affairs 517-335-5181 <i>Nina Mattarella, M.D.</i> 517-335-8995	Questions about covered diagnosis are directed to medical consultants.	
Medical Eligibility <i>Policy & Procedure</i>	Rebecca Start CSS 517-335-8983	General clarification on policy & procedure of eligibility enrollment process.	Direct client-specific questions to Analyst
Out-of-State Care	Regional Nurse Consultant		
Payment Agreements	Rebecca Start CSS 517-335-8983	General clarification and financial information used to make decisions.	Direct client-specific questions to Analyst
Payment Agreements: Client Specific	<i>Analyst for the appropriate County CSS</i>	Client Name and ID number, coverage year(s) and relevant information	Questions concerning payment agreement audits, bills or refunds. Request for how much CSHCS has spent on a specific child goes to Pat McNutt at 517-241-8202.
Payments: manual payments, field clinics, diagnostics, respite.	Provider Enrollment & Special Payments Section 517-335-5478	Date bill was submitted to the system.	Note: providers are advised it will take 6-8 weeks to process manual payments.
Pharmacy Medicare Part D Problems and co-pay reimbursement	<i>Pat McNutt</i> PPD 517-241-8202	Standard client info and Medicare Part D information available.	
Policy Questions	Lori Simon PPD 517-241-8862		
Private Duty Nursing	Program Review Division 517-335-5227	Beneficiary name, ID number, information on nursing care needs.	Important to distinguish what are the nursing services being requested.
Prior Authorization: DME/supplies, hearing aids, dental and any service/equipment needing PA, checks on status of the PA.	Program Review Division 1-800-622-0276	Provider name and address, date of service, procedure code(s) or other identifying information.	Note: PRD has 15 days to respond to PAs and may request additional information from providers if necessary.
Prior Authorization: <i>Emergent or Urgent Provider Complaints; PA Request (verbal)</i>	Program Review Division 1-800-622-0276	As above, plus description of provider complaint or request.	Urgent is when there may be a detrimental effect if not provided soon. Emergent is when death or extreme detrimental effect if not provided immediately.

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Prior Authorization: <i>All other calls and consumer inquiries.</i>	<i>Program Review Division</i> 1-800-622-0276	As above, with specific concerns regarding situation.	
Respite Care	<i>Matt Richardson, R.N.</i> PPD 517-335-8994	What is needed and how does it reflect the need for a nurse to provide the care.	Respite is authorized based on eligibility periods.
Special Medical Services: Initial transplant requests, (in and out-of-state) Genetics testing out-of-state lab.	<i>Marla McArdle</i> <i>CSS</i> 517-335-8983 FAX# 517-335-9491 Rachel Brown Program Review Division 517-335-5190 FAX# 517-335-0075	Client name, ID number, information on care needs, location, and procedure recommended. Referring physician may fax information.	All out of state care must be prior approved. Emergency care situations should contact the Office of Medical Affairs as soon as possible. Office of Medical Affairs 517-335-5181
Transition - Family Education Family Referral	<i>Lisa Cook-Gordon</i> Family Center for CYSHCN 313-456-4387 1-800-359-3722	Transition information for families.	
Transition Policy and Resources	<i>Gina Gembel</i> PPD 517-241-8385	Transition materials.	
Transportation Assistance requests & status of payment	<i>Courtney Pendleton</i> 517-241-7189	Date invoice submitted, date of service, clients name, ID number, LHD authorization letter, and information regarding trip	Advise parents it is taking 6-8 weeks to process payments for travel. FAX# 517-241-8970
Transportation, Medical (Emergent)	<i>Courtney Pendleton</i> 517-241-7189	No prior authorization required in emergency or life threatening situations.	Refers to ambulance, fixed wing, helicopter services. Medical documentation required when submitting invoice.

<u>Children's Special Health Care Services</u> Lonnie Barnett, Director Executive Secretary: Laura Kach	517-335-5008 517-241-7186	BarnettL@michigan.gov
<u>Children with Special Needs Fund</u> Orlene Christie, Section Manager Secretary: Teresa Brown	517-241-8869 517-241-7420	ChristieO@michigan.gov
<u>Customer Support Section</u> Rebecca Start, Section Manager Secretary: Marla McArdle	517-241-7198 517-335-8986	StartR@michigan.gov
<u>Region 1</u> Sandy Lane, Supervisor	517-335-8730	Lanes1@michigan.gov
<u>Region 2</u> Jim Beaver, Supervisor	517-335-8630	BeaverJ@michigan.gov
<u>Family Center for Children and Youth with Special Health Care Needs</u> Mary Marin, Section Manager	517-241-7197	MarinM@michigan.gov
<u>Insurance Specialist</u> Amy Chapko	517-241-8998	ChapkoA@michigan.gov
<u>Local Health Liaison Nurse</u> Constance Wilson, R.N., MPA	517-241-7182	WilsonCo@michigan.gov
<u>Nurse Consultants</u> Matt Richardson, R.N., CPNA	517-335-8994	RichardsonM@michigan.gov
<u>Policy & Program Development Section</u> Karla McCandless, Section Manager Secretary: Julie Kessler	517-241-7511 517-241-8207	McCandlessK@michigan.gov
<u>Policy Specialist</u> Lori Simon	517-241-8862	SimonL6@michigan.gov
<u>Quality & Program Services Section</u> Orlene Christie, Section Manager Secretary: Anita Wilson	517-241-8869 517-241-8996	ChristieO@michigan.gov
<u>Reimbursement (extraordinary situation) Specialist</u> Pat McNutt	517-241-8202	McNuttP1@michigan.gov
<u>Transition Specialist</u> Gina Gembel	517-241-8385	GembelG@michigan.gov
<u>Transportation</u> Courtney Pendleton	517-241-7189	PendletonC@michigan.gov
<u>Appeals</u> Family Phone Line	1-800-359-3722	

Medical Services Administration, Office of Medical Affairs (*available as medical consultants to CSHCS)

Jane Turner, M.D.	517-373-7335	TurnerJ1@michigan.gov
Nina Mattarella, M.D, Ph.D.	517-335-8995	Mattarella@michigan.gov
Dietrich Roloff, M.D.	517-335-8234	RoloffD@michigan.gov
Mary Anne Schuur, M.D.	517-335-5181	MASCHUUR@aol.com

Address and FAX Numbers

CSHCS

Lewis Cass Building- 6th Floor
320 S. Walnut Street
Lansing, MI 48913

CSHCS Customer Support Section (CSS)

Lewis Cass Building – 6th Floor
320 S. Walnut Street
PO Box 30734
Lansing, MI 48909

FAX: 517-241-8970

(Use for Director, PPD, QPS and Family Center for CYSHCN)

FAX NUMBERS:

517-335-9491	CSS Medical Reports, Applications/IRPAs, Transplant Request (in-state & out-of-state)
517-241-8970	Administrative Matters
517-335-0075	Program Review Division, Prior Authorization Requests
517-335-8055	CSN Fund

CHILDREN'S MULTIDISCIPLINARY SPECIALTY CLINICS

<p>Marlene Pryson, Clinic Coordinator pryson@kcms.msu.edu Bronson Methodist Hospital/KCMS 1000 Oakland Drive Kalamazoo, MI 49008 (269) 337-6437 Fax: (269)-337-6427</p> <p>Laurie Campbell – contact for contracts 269-341-8974</p> <p><i>Cardiology, Cleft Lip/Palate/Facial, Cystic Fibrosis, Diabetes, Endocrinology, Hematology/Oncology, Hemophilia, Multiple Handicap/Disability/Chronic Disease, Myelodysplasia [Spina Bifida] and Pulmonary/Severe Asthma/Vent</i></p>	<p>Kelly Weiss, Coordinator Kelly.weiss@chs-mi.com Covenant Medical Center/Health Care 1447 N. Harrison Saginaw, MI 48602 (989) 583-5189 Carol Keinath, Manager</p> <p><i>Diabetes and Endocrinology</i></p>	<p>Layna Korcal, Clinic Director Layna.korcal@sparrow.org E.W. Sparrow Hospital 1200 E. Michigan Avenue Lansing, MI 48909 (517) 364-5415 Fax: (517) 364-5499</p> <p><i>Cleft Lip/Palate/Facial and Myelodysplasia [Spina Bifida]</i></p>
<p>Bridget Menzel, Clinic Director Angie Bagwell, Administrative Assistant Spectrum/Helen DeVos Children's Hospital 100 Michigan Street NE, MC-004 Grand Rapids, MI 49503 (616) 391-3057 Fax: (616)-391-7103</p> <p><i>Cleft Lip/Palate/Facial, Cystic Fibrosis, Hematology/Oncology, Hemophilia, Lead Toxicity, Sick Cell Disease, Disease Transition Clinic, Infectious Disease</i></p>	<p>Nola Gatlin, R.N., Clinic Director Ngathlin1@hurleymc.com Hurley Children's Clinic 1 Hurley Plaza Flint, MI 48503 (810) 262-9344 Fax: 810-262-7308 (810) 262-6423 (Lorette-Med Secretary) Bill McGregor – contact for contracts Phone 810-262-9685</p> <p><i>Apnea, Cleft Lip/Palate/Facial, Cystic Fibrosis and Hemophilia</i></p>	<p>Sue Britton, Clinic Coordinator Elaine Taylor, RN – Nurse (906) 225-3141 Marquette General Health System 580 W. College Avenue Marquette, MI 49855 (906) 225-4777 Fax: (906)-225-4830</p> <p><i>Cleft Lip/Palate/Facial, Hematology/Oncology, Hemophilia, Multiple Handicap [Chronic Disease], Neurology, Neuromuscular [Spina Bifida], Endocrinology and Telemedicine</i></p>
<p>Connie Brown-Olds, Clinic Manager Mary Free Bed Hospital 235 Wealthy Street SE Grand Rapids, MI 49503 (616) 356-1900 Fax: (616)493-9639</p> <p><i>Amputee/Limb Deficiency, Multiple Handicap/Chronic Disease, Feeding Program and Myelodysplasia [Spina Bifida]</i></p>	<p>Susan Young, M.D., Clinic Director Patricia O'Hair, Clinic Coordinator Oakwood Center for Exceptional Families 18501 Rotunda Drive Dearborn, MI 48124 (313) 996-1967 (734)552-0401 – Tres cell Fax: (313) 791-4822 Julia Vitale - accountant</p> <p><i>Apnea and Multiple Handicap. Send copy of contract to Gregory Witbeck Teresa Miller – (acct. 313-436-2244)</i></p>	<p>Jaclynn Cunningham, Clinic Director jcunningham@beaumont.hospitals.com William Beaumont Hospital Outpatient Clinic 3535 West 13 Mile Road Royal Oak, MI 48073 (248) 551-3000 Fax: (248)-551-7561</p> <p><i>Cleft Lip/Palate/Facial</i></p>
<p>Kathy Bosma, Department Administrator Michigan State University Dept. of Pediatrics B240 Life Sciences East Lansing, MI 48824-1317 (517)355-3352 Michelle Bolker- Acct. Sec. (517) 355-4664 Julie - Billing (517) 355-7255 Kathy's Pager – (517) 232-1796</p> <p><i>Chronic Illness, Cystic Fibrosis, Diabetes, Endocrinology, Genetics, Hematology, Hemophilia, Rheumatology and Pulmonary [Severe Asthma], Medical Home Model</i></p>	<p>Ilene G. Phillips, Associate Director University of MI Medical Center 1500 East Medical Center Drive Ann Arbor, MI 48109-0244 (734) 764-2092 Hosp. Pager – X8606</p> <p><i>AIDS, Cleft Lip/Palate/Facial, Chronic Illness, Diabetes, Immunology, Gastroenterology/Nutritional Deficiencies [liver transplant & intestinal failure], Hematology/Oncology, Hemophilia [sickle cell], Nephrology [renal transplant], Metabolic Disease and Pulmonary/Severe Asthma, Weight Management</i></p>	<p><i>Teresa K. Maas, Department Manager</i> Craniofacial Institute St. John's Providence Hospital 26850 Providence Parkway Novi, MI 48374 (248) 465-5304 Fax (248) 465-5301</p> <p><i>Cleft Lip/Palate/Facial</i></p>

CSHCS Local Advisory Council (CLAC)

This committee was formed in 2003 by the current CSHCS Director. It is comprised solely of staff members from local health departments. The members represent various geographic areas of the state, as well as rural, urban, small and large. This committee meets every other month via teleconference.

Chris Buczek Kent County Health Department (616) 632-7039	Robin Opfermann Monroe County Health Department (734) 240-7821
Mary Cushman Ottawa County Health Department (616) 844-2366	Margaret Sherlund Oakland County Health Division (248) 858-0726
Melanie Dunsmore St. Clair County Health Department (810) 987-6102	Lori Skrzysinski Midland County Health Department (989) 832-6629
Lori Gelinas District Health Department #10 (231) 314-8630	Peggy Taylor Jackson County Health Department (517) 788-4422
Mary Martinchek Northwest Michigan Community Health (231) 347-5634	Chris Wagley Kalamazoo Co. Human Services Dept. (269) 373-5010
Vicki Herron Detroit City Health Department (313) 876-4916	Joyce Ziegler Dickinson-Iron Health Department (906) 265-4156

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